

Department of Information Services
CUSTOMER ADVISORY BOARD

June 24, 2002
Meeting Minutes

Attending:

Nancy Abraham, Department of Transportation
Gregg Arndt, Department of Personnel
Brian Backus, Administrative Office of the Courts
Christina Blue, Community Trade and Economic Development
Tom Boatright, Attorney Generals Office
Linda Bremer, Liquor Control Board
Thomas Bynum, Employment Security Division
Jim Eby, Department of Fish and Wildlife
Sue Fleener, Washington State Patrol
DC Grant, Liquor Control Board
Mike Gray, Department of Corrections
Phil Grigg, Department of General Administration
David Hunter, Qwest
Dennis Jones, Office of Financial Management
Mike Kretzler, Utilities and Transportation Commission
Gary Maciejewski, Washington State Department of Agriculture
Sarah Marlow, Department of Revenue
Shannon Marshall, Department of Retirement Systems
Sharie McCafferty, Office of the State Printer
Brett McCarron, Department of Fish and Wildlife
Gerry McDougall, Department of Licensing
Bob Monn, Department of Ecology
Cathy Munson, Legislative Service Center
Fran Muskopf, Department of Health
Dan Parsons, Washington State Patrol
Ron Seymour, Department of Financial Institutions
Arlene Smith, Department of Labor and Industries
Carrie Tellefson, Insurance Commissioner's Office
Gretchen Zatarain, BIIA

DIS Staff:

Lourdes Collins, Management and Oversight of Strategic Technologies
Mary Lou Griffith, Management and Oversight of Strategic Technologies
Stan Ditterline, Management and Oversight of Strategic Technologies
Gail Douglas, Management Services Acting Assistant Director
David Koch, Management and Oversight of Strategic Technologies
Darlene Kosoff, Enterprise Securities Services Manager
Ellen Langley, Office of the Director
Andy Marcelia, Management and Oversight of Strategic Technologies

Mike McVicker, Telecommunication Services Assistant Director
Kay Metsker, Computer Services Division
Stuart McKee, Director Department of Information
Laura Parma, Interactive Technologies Assistant Director
Tom Parma, Management and Oversight of Strategic Technologies
Paul Piper, Management and Oversight of Strategic Technologies
Becci Riley, Computer Services Acting Assistant Director
Glen Tapanila, Digital Government Applications Academy

Thomas Bynum, Customer Advisory Board Chair called the meeting to order at 1:30 p.m. He announced that Dr. Mathison, Vice-President of Verizon, regretfully had to cancel and will reschedule his presentation to a later date.

Subcommittee Reports

Infrastructure- Phil Grigg, GA

Phil Grigg began the infrastructure report by announcing that they are currently looking at hub and spoke integration. The subcommittee is looking into specific products and instructed that interested parties should contact Kay Metsker, so that a meeting could be set up soon.

Regarding Disaster and Recovery, they are working on establishing a second Internet connection by year-end. With an alternative out of Spokane or Vancouver, possible disconnections can be prevented should problems arise.

The survey for Exchange 2000 has been finished. Activation is scheduled for beginning of next year.

Single Sign-On was demonstrated two weeks ago with log-on assist to show how it worked, and to demonstrate privilege authorization administration. The next step is to move it into production pilot. There is a demo planned for July.

State/Local Government – Dan Parsons, WSP

The State & Local committee met in Yakima in June.

The committee is the information clearinghouse for [ACCIS](#) on local security policies and standards. The policies for Thurston and Skagit counties have been posted on the ACCIS website. Both policies borrowed from the state policy, but much of the oversight material could be removed.

IGN

- bandwidth is becoming an issue. Yakima County is fully utilizing a T1 line.
- Network regional efforts with fiber and radio-frequency initiatives need to be incorporated into the IGN design. This could affect the K-20 network as well.
- Security is an issue. IGN capabilities for encryption, VPN, and authentication need to be expanded
- Network security for IGN participants needs to be examined

- Many local jurisdictions (especially smaller and in Eastern Washington) do not see value in the IGN. An ACCIS (also state agencies working with these jurisdictions) task is to educate on the value of the IGN in pertinent terms
- DIS staffing resources for IGN support is becoming an issue
- Troubleshooting especially at the boundaries of a local network and the IGN can be a problem

The IGN needs attention and upgrades. The subcommittee will look for network models that decrease complexity and cost. Also, reexamine the IGN in terms of current and projected business needs.

Best Practices Project Management Update- Glen Tapanila, DIS

Glen announced that the CAB Project Management Work Group has solidified the processes for best practices. The Work Group has gained consensus on the IT project management phases and the main processes within each phase.

The vision is to create an Internet-based graphic model that would provide links to tools that project managers could use for all the main processes.

There are a number of issues to resolve around the best practices web-site. Among other things, these issues include:

Who will own and maintain the web site?

Who will create the web site?

Who will provide the resources to collect and refine the tools?

What sort of marketing and training will be needed to support the tools?

Thomas asked the Work Group to make recommendations on the best approach for proceeding with the web-site and project management tools.

Dennis Jones added that the products are useful and suggested that DIS become the owner. The Information Processing Manager's Association is currently working with a special interest group of project managers who may be interested in maintaining web-site and tools.

Active Directory – Greg Arndt, DOP

Greg announced that the Forest Application Developers (FAD) Committee is a subcommittee of the Win2000 steering committee. In getting ready to use Active Directory in the statewide forest, members of FAD are potential users of the directory. FAD would like more involvement and input from agencies. All agencies make applications and have something to contribute to this project. FAD will recommend the usage of Active Directory elements. They will also recommend policies and procedures. They need to define what the data should look like so everyone can use the data the same way. They also need to devise a way to verify the data. Currently they are only seeing approximately eight agencies represented at the meetings. They need more involvement to give the application more value. Greg's PowerPoint presentation can be found at <http://www.wa.gov/dis/cab/ActiveDirectory.ppt>.

Enterprise Licenses Agreement – Mike McVicker, DIS

Mike stated that the final contracts were signed last month and covers the period of July 2002 to May 2005. He then introduced Scott Smith to give a presentation.

Scott instructed that once the licenses are bought, you get upgrades for three years. Work-at-home licenses are available as select agreements and there are also server offerings available.

In our negotiations with Microsoft, we received level D pricing which is the lowest discount offered by Microsoft nationally. This also includes price protection through January 2004.

In April we issued an RFP that resulted in keen competition between resellers. Software spectrum offered the most favorable discounts, which allowed a favorable impact on pricing to our customers. In total, we received 19.6% off the lowest discounts Microsoft had to offer nationally.

Enrollment packets were mailed during the last week of May and need to be returned by the end of July. Customers will need to sign enrollment agreements with both Microsoft and DIS. The three-year term begins at the time of enrollment. For renewals, the renewal date will always start the day after your current agreement ends.

A team of people from DIS, Software Spectrum and Microsoft are available to answer questions and help agencies understand the new agreement. You may contact the DIS helpline at 1-360-725-4200, Microsoft Corporation's Peg Souders at 425-705-1877 or Software Spectrum's Peter Jacobs at 253-863-0410.

IT Security Policy Update – Tom Parma

Tom Parma reported the **annual security program verification letter** must be submitted with the annual Information Technology (IT) Portfolio review and Disaster Recovery/Business Resumption Plan review verification signed by the agency head and sent to the Information Services Board by **August 31st each year**. A copy must be included in the agency IT portfolio in Section 6. Agencies may submit one letter to combine review requirements for all three policies. Letter(s) should be sent to:

The Information Services Board
Liaison to the Board
PO Box 42445
Olympia, WA 98504-2445

The suggested contents for the security portion of the letter(s) should include the following:

State if the agency is in compliance or working towards it
A date when the agency expects to reach full compliance

A list of accomplishments
A list of remaining tasks

Washington Computer Incident Response Center (WACIRC) Briefing – Darlene Kosoff, DIS

In response to the December 5, government anti-terrorist measures, the Center has established a steering committee. The steering committee meets weekly and has agreed that final decisions will have 100% agreement and consensus. The subcommittee is currently working on establishing reporting criteria for incident reports.

WACIRC has endorsed a state notification Listserv. When the network is down, pagers and fax broadcasts will be used. They currently have an incident hotline at 1-888-461-9196. WACIRC is currently developing two websites: (1) a secure website for sensitive information and (2) a public website for best practices, security tips and so on.

Criteria for Evaluation & Prioritizing IT Decision Packages – Stan Ditterline, DIS
DIS will be making recommendations to the Office of financial management for IT decision packages to include all severity/risk levels. Stan presented a handout to outline the guiding principles, severity/ risk analysis and evaluation criteria which can be found at <http://www.wa.gov/dis/cab/Evaluationcriteria.DOC>.

Thomas Bynum adjourned the meeting at 3:05 p.m.